

## Electronic Acknowledgement Receipt

<b>EFS ID:</b>	4911871
<b>Application Number:</b>	10673103
<b>International Application Number:</b>	
<b>Confirmation Number:</b>	2319
<b>Title of Invention:</b>	Method and apparatus for assessing the status of work waiting for service
<b>First Named Inventor/Applicant Name:</b>	Andrew D. Flockhart
<b>Customer Number:</b>	48500
<b>Filer:</b>	Douglas W. Swartz/Debra Kesner
<b>Filer Authorized By:</b>	Douglas W. Swartz
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<b>Receipt Date:</b>	05-MAR-2009
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<b>Application Type:</b>	Utility under 35 USC 111(a)

### Payment information:

Submitted with Payment	yes
Payment Type	Deposit Account
Payment was successfully received in RAM	\$180
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## File Listing:

Document Number	Document Description	File Name	File Size(Bytes)/ Message Digest	Multi Part /.zip	Pages (if appl.)
1		IDS_11.pdf	430230 56c2b9b3c4e1261881a9f1091d4e1e101e52e5b6	yes	5
<b>Multipart Description/PDF files in .zip description</b>					
	<b>Document Description</b>		<b>Start</b>		<b>End</b>
	Information Disclosure Statement Letter		1		3
	Information Disclosure Statement (IDS) Filed (SB/08)		4		5
<b>Warnings:</b>					
<b>Information:</b>					
2	Foreign Reference	EP1246097A1.pdf	691721 38ee5840b72bc3da80095002c6ab55d7eeef3f	no	15
<b>Warnings:</b>					
<b>Information:</b>					
3	Foreign Reference	JP2002297900A.pdf	984632 088ba1a3398d0911c74b2b8e9c52816a29f829dc	no	17
<b>Warnings:</b>					
<b>Information:</b>					
4	Foreign Reference	JP7005907A.pdf	470521 33ee051a6d3523f53478216e925798187710a911c	no	9
<b>Warnings:</b>					
<b>Information:</b>					
5	NPL Documents	Eder_Time_Management.pdf	883305 6972416de95bba46ad2195912af527190ce7416	no	20
<b>Warnings:</b>					
<b>Information:</b>					
6	NPL Documents	Evenson_Effective_Call_Center_Management.pdf	2799137 111b8b617b138d917b4b91ca6ac31b09f1863	no	27
<b>Warnings:</b>					
<b>Information:</b>					
7	NPL Documents	Judge_Agent-enhanced_workflow.pdf	607616 b5784be7a61c72657a8ba4113018634a8a471dc	no	7
<b>Warnings:</b>					
<b>Information:</b>					

8	Fee Worksheet (PTO-06)	fee-info.pdf	30089 <small>58161004462bb601737bcb2a3175303e4f9c36</small>	no	2
<b>Warnings:</b>					
<b>Information:</b>					
<b>Total Files Size (in bytes):</b>			6897251		
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